July 1, 2002

ATTENTION ALL QUALIFIED FIRMS AND INSTRUCTORS

The Department of Human Resource Management (DHRM), Personnel Development Services Unit, is interested in establishing optional use **PURCHASING AGREEMENTS** with qualified firms and independent instructors who can provide technology-based soft skills training course(s) to employees of state agencies, institutions and other public bodies on as-needed basis.

All parties interested in submitting a response are invited to submit an offer to provide technology-based training course(s) to DHRM/PDS in accordance with the following criteria.

All interested parties must offer, on a per-student or per-course basis, a fixed price, which will be firm from the date of agreement until termination of the agreement. Prior to the end of the agreement period, and in its sole discretion, DHRM/PDS will invite selected firms and instructors to offer to renew their agreement, to include any price changes. This same procedure will be utilized for any succeeding years until changed, modified, or cancelled by DHRM/PDS. Additional courses may be offered at any time during each agreement period and will be evaluated using the original criteria or as may be revised by DHRM/PDS.

Submissions may be provided to DHRM at any time, noting that approvals and/or continuation of agreements are on a fiscal-year basis.

Please mail or hand deliver your response to:

Commonwealth of Virginia
Department of Human Resource Management
Personnel Development Services (PDS)
101 North Fourteenth Street
James Monroe Building – 12th Floor
Richmond, Virginia 23219

All Inquiries for Information Should Be Directed To: Delores W. Walton

Phone: 804 225-2019, Fax: 804 786-9127, Email dwalton@DHRM.state.va.us.

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"NOTICE": Any offer made is subject to the provisions of the Commonwealth of Virginia Vendors' Manual published by the Department of General Services, Division of Purchases and Supply (DGS/DPS). A copy of this manual is available for review or can be obtained by calling the Division of Purchases and Supply — (804) 786-3842, or by accessing the DGS/DPS web site at www.dgs.state.va.us. All transactions conducted under any resulting pricing agreement will be in accordance with the Commonwealth of Virginia small purchase procedures, which for the purposes of this agreement, will be limited to \$50,000 per training course presentation, after review and approval by DHRM.

GENERAL REQUIREMENTS

The products identified in the contract resulting from this solicitation will be available to all State Agencies and Public Bodies on an "OPTIONAL" basis. Contractors shall provide technology-based soft skills training courses for mainframe and non-mainframe environments in the following areas:

- a. Managerial, supervisory, and interpersonal skills development;
- b. Training course material can be comprised of one or more of the following media, such as student guides, cassette tapes, videotapes; diskettes; CD-ROM; and/or interactive video formats. This list does not exclude other appropriate media that may be developed during the term of the contract.
- c. Contractor shall furnish course objectives and have a policy for course validation, upon request;
- d. Agencies will have the option to preview courseware for at least one week prior to rental or purchase, at no cost;
- e. Other services that will be provided by the Contractor as part of this agreement can include training needs analyses, if requested by individual users, and training instruction and guidance to users at no additional cost:
- f. The scope of these products/services shall be available to State agencies and Public Bodies of the Commonwealth.
- g. The specific training courses to be delivered and the requirements of any pricing agreement established shall be determined on an as-needed basis by DHRM/PDS.

General Procedures

Training Course Topics and Skills

Training Course Arrangements and Compensation

After a pricing agreement has been established, and in response to a specific need, the firm will be contacted by the requesting public body or by DHRM/PDS to schedule the purchase and/or delivery of one or more training courses. The public body or DHRM/PDS, as appropriate, will contract with the vendor for the specific materials agreed upon and will pay the agreed upon amount after receipt of a proper invoice from the firm. Additional payments beyond the agreed upon cost will not be made for training course development and/or preparation hours.

Instructional Facilities and Equipment

The public body will provide/arrange for appropriate instructional facilities and equipment necessary for course completion.

Advertising/Marketing

Once a pricing agreement is established, the firm may advertise those approved training courses with individual public bodies; however, any marketing materials must be approved by DHRM/PDS prior to distribution.

COMMONWEALTH OF VIRGINIA DEPARTMENT OF GENERAL SERVICES – DIVISION OF PURCHASES & SUPPLY GENERAL TERMS AND CONDITIONS GOODS & NONPROFESSIONAL SERVICES

- A. <u>VENDORS MANUAL</u>: This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any revisions thereto, which are hereby incorporated into this contract in their entirety. A copy of the manual is normally available for review at the purchasing office and in addition a copy can be obtained by calling the Division of Purchases & Supply (804) 786-3842.
- B. <u>APPLICABLE LAWS AND COURTS</u>: This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. <u>ANTI-DISCRIMINATION</u>: By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and §11-51 of the *Virginia Public Procurement Act*.

In every contract over \$10,000 the provisions in 1. and 2. below apply:

- 1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
- 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. <u>ETHICS IN PUBLIC CONTRACTING</u>: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. <u>IMMIGRATION REFORM AND CONTROL ACT OF 1986</u>: By submitting their proposals, offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- F. <u>DEBARMENT STATUS</u>: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.

G. <u>ANTITRUST</u>: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

H. MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR IFBs AND RFPs

Documents required to satisfactorily respond to this Request for Responses are identified in the body of this Pricing Agreement.

I. <u>CLARIFICATION OF TERMS</u>: If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. PAYMENT:

1. To Prime Contractor:

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.
- c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges**. Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in dispute (*Code of Virginia*, § 11-69).

2. To Subcontractors:

- a. A contractor awarded a contract under this solicitation is hereby obligated:
 - (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
 - (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.
- K. <u>PRECEDENCE OF TERMS</u>: Paragraphs A-J of these General Terms and Conditions shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
- L. QUALIFICATIONS OF OFFERORS: The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
- M. <u>TESTING AND INSPECTION</u>: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.

O. CHANGES TO THE CONTRACT: Changes can be made to the contract in any of the following ways:

- 1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
- 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:

O. CHANGES TO THE CONTRACT: (Cont'd.)

- a. By mutual agreement between the parties in writing; or
- b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
- c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provisions of the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.
- P. <u>DEFAULT</u>: In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
- Q. <u>TAXES</u>: Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

R. **USE OF BRAND NAMES:** N/A

S. TRANSPORTATION AND PACKAGING: N/A

T. URANCE: By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverages at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with § 11-46.3 and 65.2-800 et seq. of the *Code of Virginia*.

bidder or offeror further certifies that the contractor and any subcontractors will maintain these insurance coverages during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

T. INSURANCE: (cont'd.)

INSURANCE COVERAGES AND LIMITS REQUIRED:

- 1. Worker's Compensation Statutory requirements and benefits; require that the Commonwealth of Virginia be added as an additional named insured on contractor's policy.
- 2. Employers Liability \$100,000.
- 3. Commercial General Liability \$500,000 combined single limit. Commercial General Liability is to include remises/Operations Liability, Products and Completed Operations Coverage, and Independent Contractor's Liability or Owner's and Contractor's Protective Liability. The Commonwealth of Virginia must be named as an additional insured when requiring a Contractor to obtain Commercial General Liability coverage.
- 4. Automobile Liability \$500,000 Combined single limit. (Only used if motor vehicle is to be used in the contract.)
- U. **NOTIFICATION OF ACCEPTANCE:** Upon the award or the announcement of the decision to award pricing agreements as a result of this solicitation, the purchasing agency will publicly post such notice on their Web site for a minimum of 10 days, and will notify each offeror.
- V. <u>DRUG-FREE WORKPLACE:</u> During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provision will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

eVA Business-to-Government Web Site:

The eVA Web site, developed by the Department of General Services (DGS), streamlines and automates governmental purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies.

Vendors desiring to provide products and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service:

- a. <u>eVA Basic Vendor Registration Service</u>: \$25 Annual Fee plus a Transaction Fee of 1% per order filled. The maximum transaction fee is \$500 per order. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, and electronic bidding.
- b. eVA Premium Vendor Registration Service: \$200 Annual Fee plus a Transaction Fee of 1% per order filled. The maximum transaction fee is \$500 per order. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments, and ability to research historical procurement data.

In addition and prior to or within 5 calendar days after receipt of award notification, the Contractor shall submit:

- a. a fully executed American Management Systems, Inc., (AMS) *Trading Partner Agreement*, a copy of which can be accessed and downloaded from www.eva.state.va.us. DGS/DPS has partnered with AMS to implement and host the eVA e-procurement solution.
- b. an electronic catalog (price list) for items awarded under a term contract. The format of this electronic catalog shall conform to the eVA Catalog Interchange Format (CIF) Specification that can be accessed and downloaded from www.eva.state.va.us.

Failure to comply with the requirements set forth herein may result in rejection of the bid or proposal.

OFFER SUBMISSION REQUIREMENTS

General Requirements

Pricing Agreement Response

A complete response is required. Responses must be signed by an authorized representative of the firm.

Training Course Proposal Preparation

All information requested must be submitted. Incomplete offers or lack of key information may be cause for rejection.

An offer should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of this pricing agreement. Emphasis should be on completeness and clarity of content.

The offer should be organized in accordance with Specific Requirements. Information which the Offeror desires to present that does not fall within any of the requirements of this pricing agreement should be inserted at an appropriate place or be attached at the end of the offer and designated as additional material.

Specific Requirements

Offer Supporting Documentation

Offers should consist of one (1) original, so marked, of the following supporting documentation, contained in a single volume separated by tabs:

- (1) A written narrative statement, not to exceed five (5) pages, delineating capabilities related to: (a) the development and delivery of training courses; (b) experience delivering training in the public and private sectors; and (c) any unique qualifications.
- (2) A completed Attachment A, "Data Sheet," that delineates: (a) years in business; (b) three client references, including the client point of contact, organization, address, and phone number(s); (c) training and development course(s) provided for the client organization and if similar to that offered under this pricing agreement; and (d) a completed checklist of all items submitted.

Training Course(s) Offered

Include the following items with the above "Offer Supporting Documentation" for each training course offered, separated by tabs:

- (1) A Cover Page (Attachment B), delineating: (a) the training course title; (b) a brief (50 words or less) description; (c) learning objectives (no more than 5); (d) target audience; (e) length (actual instructional hours/days) of training course delivery; and, (f) any required materials and equipment. This cover page information must be provided on disk, in addition to the hard copy. This information may be made accessible via the Internet for potential customer review.
- (2) Cost Proposal Attachment C. Include: (a) the cost per individual course delivery; (b) the costs associated with "block" purchases (i.e. 1-50, 51-100, etc.); (c) an itemized list and the per student cost of any additional materials required for course completion, and, if applicable, (d) the total cost to purchase the materials for unlimited delivery by the purchasing agency or entity. All of the above costs must represent the best and final offer for State Agencies and Public Bodies throughout the Commonwealth.
- (3) Transfer of Learning chart (Attachment D): Indicate how the targeted skills will be transferred to the student. For each skill, indicate: (a) the workforce skill being identified; (b) the method of evaluating the transfer of training; and (c) any other methods of evaluating the entire course and the benefit to the participant and to the agency.
- (4) A sample CD or access to review sample courses via the Internet.
- (5) A Facilitator's Guide, if applicable.

EVALUATION CRITERIA

<u>Evaluation Criteria</u>: Offers will be evaluated by DHRM/PDS using the following criteria:

CRITERIA

Course Design

Course design and development is based on adult learning principles, with content to support workforce skills.

Transfer of Learning

Demonstrate the value of training to course participants and to the agency. The process, tools, and methods that the agency can use to demonstrate participant transfer of learning.

Cost – Total cost per student

Cost – To purchase the Course for Unlimited Use Or by usage levels (i.e., cost for 50 users, 100 users, etc.)

Corporate Capabilities

Corporate capabilities, client references, public and private sector experience, unique qualifications.

REPORTING AND DELIVERY REQUIREMENTS

The vendor will provide the contracting agency with the results of each student assessment or test. The vendor will provide DHRM/PDS with a monthly activity report of all agreements entered into as a result of this pricing agreement. This report shall include the name and agency number of the contracting agency, the course title, the number of users and individual costs for the workshop, or the total purchase price. Monthly reports are to be issued within five (5) business days of the end of each month for courses taken during the previous month.

METHOD OF PAYMENT

The firm will be paid based only on invoices submitted to the public body. Invoices should be submitted within ten (10) work days after receipt or review (Internet) of the course by the contracting agency, or for completion of the course. This will allow five (5) days for review and written acceptance of the purchase terms, or for the return of the product if it does not meet individual purchasing agency needs. State taxes must be omitted from the master bill. Submit invoices directly to the billing address provided by the contracting agency.

LIST OF ATTACHMENTS:

Attachment A - Data Sheet

Attachment B - Cover Page

Attachment C - Cost Proposal

Attachment D - Transfer of Learning Chart

ATTACHMENT A

Data Sheet

To be completed by firm

QUALIFICATION: The training course(s).	ne firm must have the	e capability and capa	city in all respects to	present the
YEARS IN BUSINES type of service:		th of time you have be months.	een in business prov	iding this
provided. Each refer address, the name o	ence should include f the contact person	(3) references where the name of the orga, and telephone number similar to those be	nization, the complet per. Also list training	te mailing
Client	Address	Contact Person & Phone #	Training Programs Conducted	
List full names and a administering this ag	` ,	nd any branch office(s	s) that may be respo	nsible for
Check all attachmen Contractual and Sup	-			
Narrative State				
Attachment D	- Cover Page - Cost Proposal - Transfer of Learnin)	

ATTACHMENT B

Training Program Cover Page

TRAINING PROGRAM TITLE:
BRIEF DESCRIPTION (50 words or less):
TERMINAL OBJECTIVES (no more than five):
TARGET AUDIENCE:
LENGTH (Days): (Hours):
DELIVERY MEDIUM:
REQUIRED MATERIALS AND EQUIPMENT: List any materials/equipment that are required for the completion of this course.

ATTACHMENT C

Cost Proposal

Offeror_	Tr	aining Course	
COST:	PER SEAT	\$	
	BLOCK PURCHASES Based on the range, list both the prices (i.e., from 1-50 = \$xx/sea		
	PER COURSE - for unlimited use	e, if applicable \$	
Itemized	Training Materials, if applicable,	and Per-Item Cost ¹	
	ITEM	TOTAL COST	
	OTAL:		
	PER STUDENT COST INING MATERIALS ¹ : \$		
(Delivery	st per Student: \$ y cost per student PLUS Material corresents the Offerer's best and final		
Signatur	re	Date:	

¹ If applicable, itemize all training materials used in this proposed training course, their per item cost, and total per student cost.

ATTACHMENT D

Transfer of Learning

Offeror:	
Workforce Skill	Method of Evaluating Training Transfer
Other Methods of Evaluating the Course/Training	

Workforce Skill: The skill to be developed during the course.

Training Course:

<u>Method of Evaluating Transfer of Training:</u> The process, tools, or methodologies used to verify that participant training is transferred to the job environment.

Other Methods of Evaluating the Course/Training: Any other processes, tools, or methodologies that can be used to evaluate the entire course and the benefit to the participant and the agency.